

DAY SUPPORTS FOR AN INDIVIDUAL (DSI)

General Description:

Day Supports [for an] Individual (DSI) [formerly DTA and DTB] provides one-to-one support, supervision and training for a child, adult or elder. DSI may be provided as a daily or hourly service. DSI provides a safe, non-residential, community habilitation program in a structured programmatic setting, other naturally occurring environment or community setting where a person can receive supports during the day to avoid becoming isolated and to participate in and contribute to his or her community. DSI maintains or improves a person's job-readiness skills, work abilities, dexterity, stamina, memory, personal safety, interpersonal relations, self-help, communication, mobility and other functional abilities and life skills.

Limitations:

1. DSI is intended for persons with mental retardation and related conditions.
2. DSI is not available as a self-administered service; DSI is available through provider-based services only.
3. DSI services may on occasion occur in the person's home or residence, though this service is primarily intended to be operated from a structured programmatic setting within the community.
4. DSI services rendered consistently in a non-site setting or facility in which four or more persons participate at any one time shall be licensed in accordance with Utah Administrative Code, Rule R501, [<http://rules.utah.gov/publicat/code/r501/r501.htm>].
5. Services that are provided to the person and paid for by the State of Utah Division of Vocational Rehabilitation shall not be submitted to DHS/DSPD for duplicate payment.
6. Services that are provided to the person and paid for by the person's school shall not be submitted to DHS/DSPD for duplicate payment.
7. Wages paid to persons for incidental work performed during the time DSI reimbursement is claimed shall fully conform to Federal Department of Labor wage regulations and policy. Wages paid to persons receiving DSI services shall be commensurate for other employees performing similar labor. If the Contractor pays a person less than the minimum wage, the Contractor shall have a Certificate pursuant to Section 14 (C) of the Fair Labor Standards Act from the Federal Department of Labor permitting payment of a sub-minimum wage. [<http://www.dol.gov/esa/whd/flsa/index.htm>]

8. Routine, Non-Medical transportation is included in DSI unless the person receives MTP. [See MTP service description].
9. DSI may not be billed for the same day that Extended Living Supports (ELS) are billed.
10. DSI may not be billed at the same time as any other service except for BC1, BC2, BC3, PM1 or PM2.
11. DSI is not provided on holidays and weekends for persons who receive RHI, RHS, PPS, HHS and Daily COM.
12. The minimum allowable DSI staff supervision is 1:1 (one staff to one person).

Population Served:

The Contractor shall serve people currently receiving services from DHS/DSPD with mental retardation and related conditions (MR.RC), as defined in Utah Administrative Code, Rule R539-1. [<http://rules.utah.gov/publicat/code/r539/r539.htm>]

Contractor's Qualifications and Other Responsibilities:

If site based services are provided to four or more persons at any one time, the Contractor shall have all applicable licenses as prescribed in Utah Administrative Code, Rule R501 [<http://rules.utah.gov/publicat/code/r501/r501.htm>] to operate and provide the particular type of services being offered and shall comply with insurance requirements and any local ordinances or permits. A non-licensed contractor shall be certified by DHS/DSPD as an authorized provider of services to persons with disabilities in accordance with Utah Code § 62A-5-103. [<http://www.le.state.ut.us/~code/TITLE62A/62A05.htm>]

The Contractor shall be enrolled as an approved Medicaid Provider with the Utah Department of Health and agree to allow DHS/DSPD to bill Medicaid on its behalf for covered Medicaid services included in the rate paid by DHS/DSPD to the Contractor. Contractor shall also agree to participate in any DHS/DSPD provided Medicaid training.

The Contractor shall have established policies and procedures, a copy of which shall be maintained and readily accessible at each facility. These policies and procedures shall: a) Demonstrate the development and posting of an evacuation plan in each program site, quarterly training on evacuation procedures and documentation of quarterly evacuation drills; and, b) Provide provisions to govern the handling, storage, disposal and theft prevention of medication.

The Contractor shall assure that wages paid to persons receiving DSI services are commensurate to other employees performing similar labor. A Contractor who pay persons receiving DSI less than the minimum wage shall have a Certificate pursuant to Section 14 (C) of the Fair Labor Standards Act from the Federal Department of Labor

permitting payment of a sub-minimum wage.
[<http://www.dol.gov/esa/whd/flsa/index.htm>]

The Contractor shall ensure that DSI staff are trained in the Staff Training Requirements as outlined in applicable General Requirements, Home and Community Based Waiver, rule, statute, and contract.

The Contractor shall be under DHS/DSPD contract to provide DSI.

Staff Qualifications:

Staff shall demonstrate competency ation (BCI) background check through the DHS, Office of Licensing and have a record of the BCI results in the staff record.
<http://rules.utah.gov/publicat/code/r501/r501-14.htm>

DSI staff shall be at least 18 years of age.

Specific Training Requirements

All direct care and direct care supervisory staff shall receive specific staff training that prepares them to perform the critical job functions for DSI and orients them to the person being supported. DSI training shall be conducted by qualified trainers with professional experience and knowledge in providing services and supports to persons with mental retardation, related conditions and brain injury.

DSI staff shall complete and achieve competency in specific training areas 1 through 8 within 30 days of employment or before working unsupervised with a person. Staff shall complete and achieve competency in training areas 9 through 12 within 6 months of employment.

1. Medication competency:
 - a. Identification of common medications, their effects, purpose and side effects,
 - b. Identification of medications and medication side effects specific to the person,
 - c. Recording and documentation of self-administration of medications, and
 - d. Training on commonly used medications including the reason and circumstance for administration, dose, and scheduling.
1. Recognition of illness or symptoms of health deterioration specific to the person.
2. Dietary issues specific to the person.
3. Critical health care issues specific to the person.
4. Swallowing and eating difficulties specific to the person.

5. Principles of age appropriate community inclusion and natural support development specific to the person.
6. Preferences and non-negotiable routines specific to the person.
7. Significant functional limitations and disabling conditions specific to the person.
8. Key elements of the Americans with Disabilities Act.
9. Person centered assessment and plan development.
10. How to develop and support the person's preferred work activities.
11. The Contractor and the Contractor's staff providing acquired brain injury (ABI) services shall demonstrate competence or awareness in the following areas:
 - a. Effects of brain injuries on behavior;
 - b. Transitioning from hospitals to community support programs including available resources;
 - c. Functional impact of brain changing;
 - d. Health and medication;
 - e. Role of the direct care staff relating to the treatment and rehabilitation process;
 - f. Treatment plan and behavioral supports; and,
 - g. Awareness of the Family's perspective on the brain injury.

Direct Service Requirements:

- A. Person-Centered Planning: The Contractor's staff shall participate in and comply with the requirements of the DHS/DSPD Person-Centered Planning Process in providing services.
 1. The Contractor is responsible for implementing the applicable portion of the Individual Support Plan's Action Plan (ISP/AP). The ISP document may include the following separate documents: Action Plan, Support Strategies, including Behavior Support Plan, Psychotropic Med Plan, Staff Instruction sheet, data collection and/or Task Analysis sheet.
 2. Once the ISP/AP has been developed, the Contractor shall orient the person to that part of the plan that pertains to the Contractor and ensure that the person is involved in its implementation.
 3. The Contractor shall develop Support Strategies for the person. The Contractor shall submit Support Strategies and Monthly Summaries to DHS/DSPD.

4. The Contractor, as a member of the person's team, is required to meet at least annually (within 12 months of the last Person Centered Process meeting) to review the person's service/support requirements and to make adjustments as necessary based on the person's needs. However, it may meet more often as determined by the person or other members of the team.

The Contractor shall provide emergency procedures for fire and other disasters that require the development and posting of an evacuation plan for site based services and quarterly training on evacuation procedures and documentation of quarterly evacuation drills.

The Contractor under license with DHS, Office of Licensing shall assure the presence of at least one staff trained by a certified instructor, in first aid and CPR on duty with persons at all times.

The Contractor shall assure the presence of staff at each licensed site who is responsible for supervision of the day-to-day operations of the site and for operation of the program.

The Contractor shall develop and implement fiscal policies, such as internal controls that separate payments from funding sources, such policies shall be sufficient to ensure and document that any financial benefit realized by a Contractor as a result of a contract with a federal, state, county, city or other agency to use the contractor facility, was of benefit to the persons receiving DSI.

The Contractor shall develop and implement procedures regarding behavior support plans and behavioral intervention procedures that comply with Utah Administrative Code, Rule R539-4.

The Contractor shall develop and implement procedures that assure proper nutrition of the person during periods of the provision of DSI.

Transportation:

The Contractor shall provide routine transportation to shopping and other community activities, based on the Contractor's and team's reasonable and professional judgment.

The Contractor shall check driver's driving record annually and shall assure that drivers with problematic records are not allowed to continue providing transportation as part of this service. The Contractor shall check annually that drivers providing transportation in their personal vehicles have current/adequate auto insurance. The Contractor shall keep documentation of this review and copies of the driver's record and auto insurance in the employee's file.

Drivers make certain that:

1. Persons are not left unattended in the vehicle.

2. Persons use seat belts and remain seated while the vehicle is in motion.
3. Keys are removed from the vehicle at all time when the driver is not in the driver's seat unless the driver is actively operating a lift on vehicles that require the keys to be in the ignition to operate the lift.
4. All persons in wheelchairs use seat belts, or locking mechanisms to immobilize wheelchairs during travel.
5. Persons are transported in safety restraint seats when required by Utah State law.
6. Vehicles used for transporting persons have working door locks. Doors are locked at all times while the vehicle is moving.
7. Persons arrive safely at the scheduled time and arranged destination, that no one is left alone along the way to or from day supports even in emergency situations or when the health and safety of others may be in question. If necessary during an emergency, the driver may wait until another driver arrives to complete the transport.

Staff Support:

Actual type, frequency and duration of support shall be defined in the person's ISP/AP based on the person's assessed needs. Hours of support are established in the person's ISP/AP.

Record Keeping:

In addition to the General Requirements for record keeping, the Contractor shall maintain accurate records, such as attendance records and time sheets, recording the delivery of face-to-face and direct DSI services.

Rate:

DSI has an hourly and daily rate. The hourly rate is determined by the person's individual needs as specified in the person's ISP and budget. The daily rate is negotiated based upon the number of hours of daily support required to maintain an existing job when the person requires more than one hour of ongoing support per day.